

**FIG. 1**  
**(PRIOR ART)**

09434047-110499

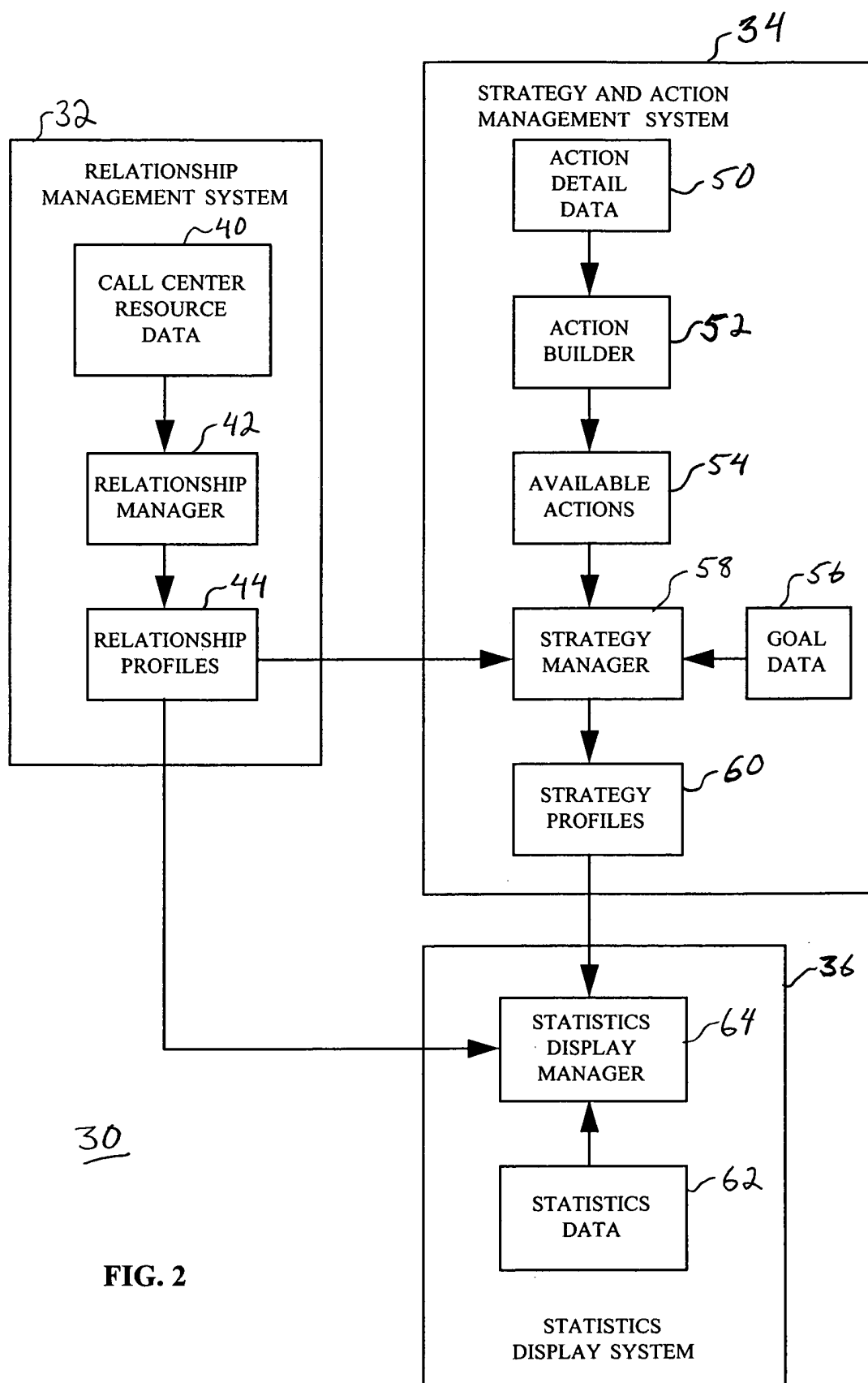


FIG. 2

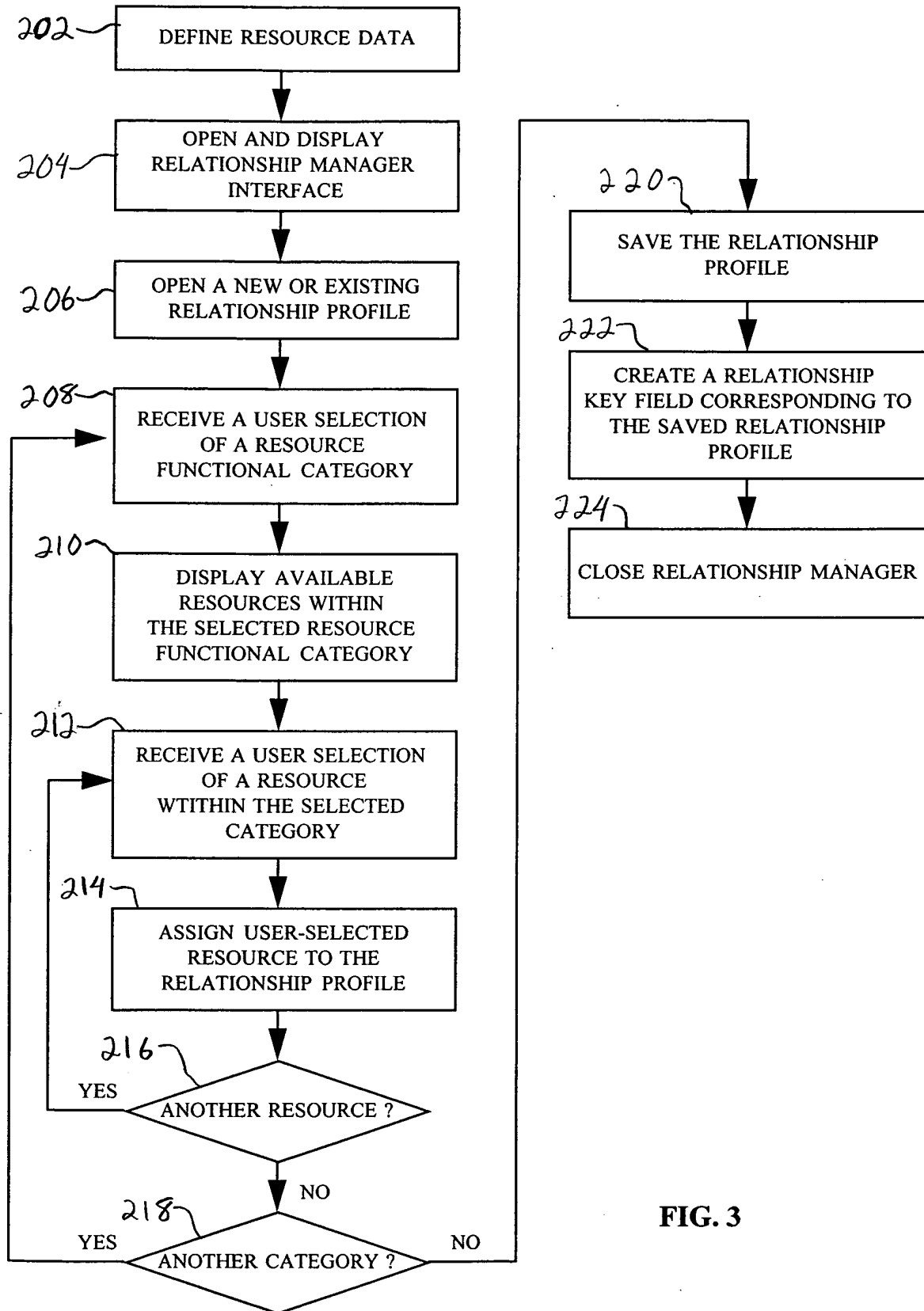


FIG. 3

094431017-110199

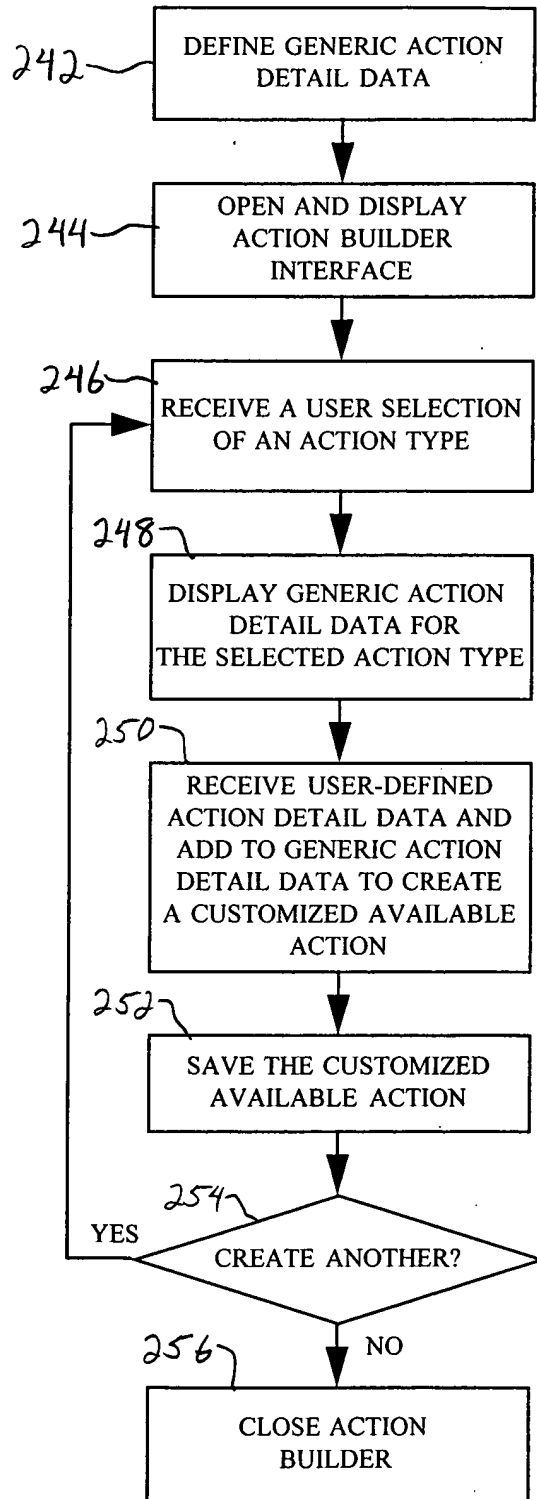


FIG. 4

09431047 110459

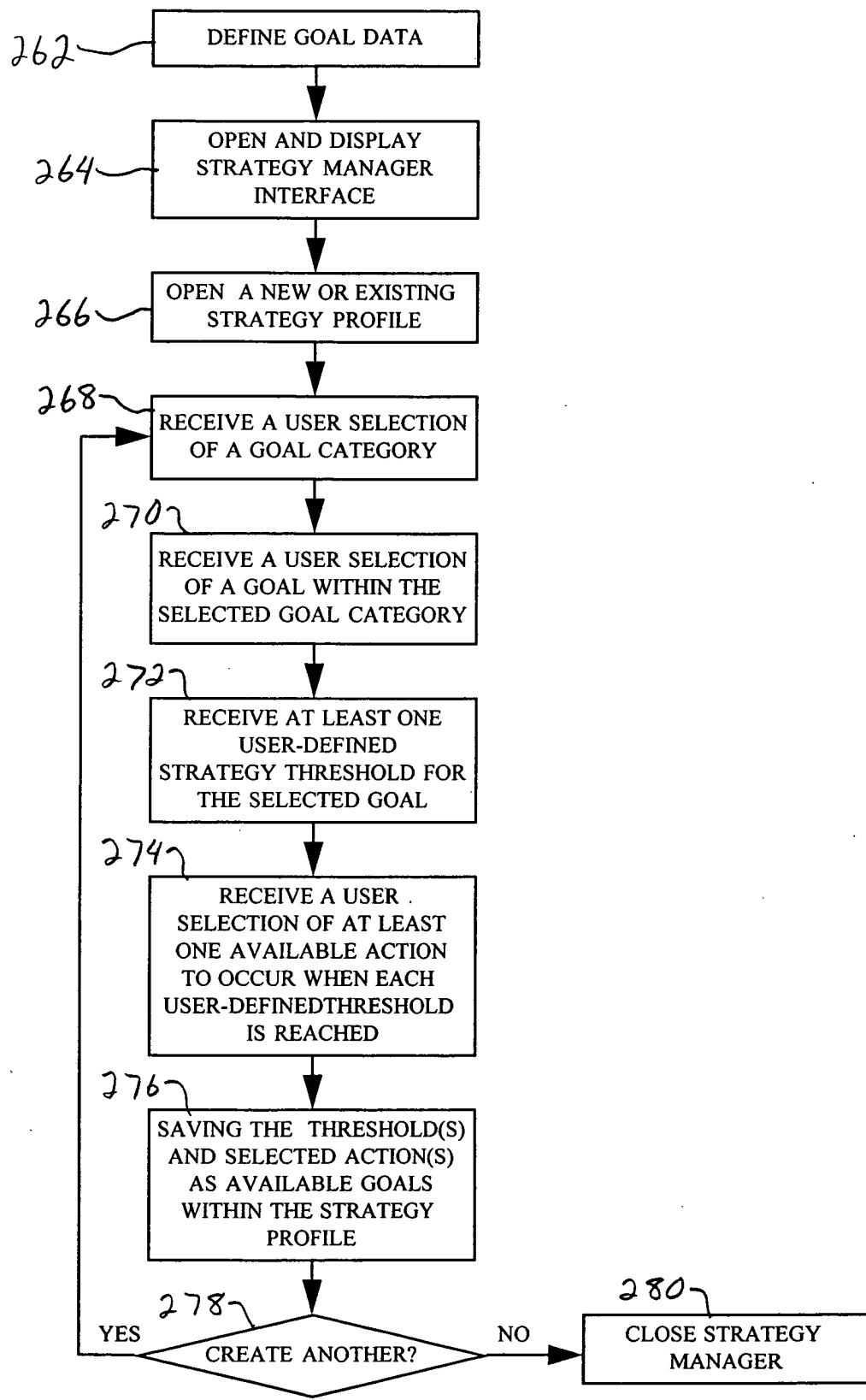


FIG. 5

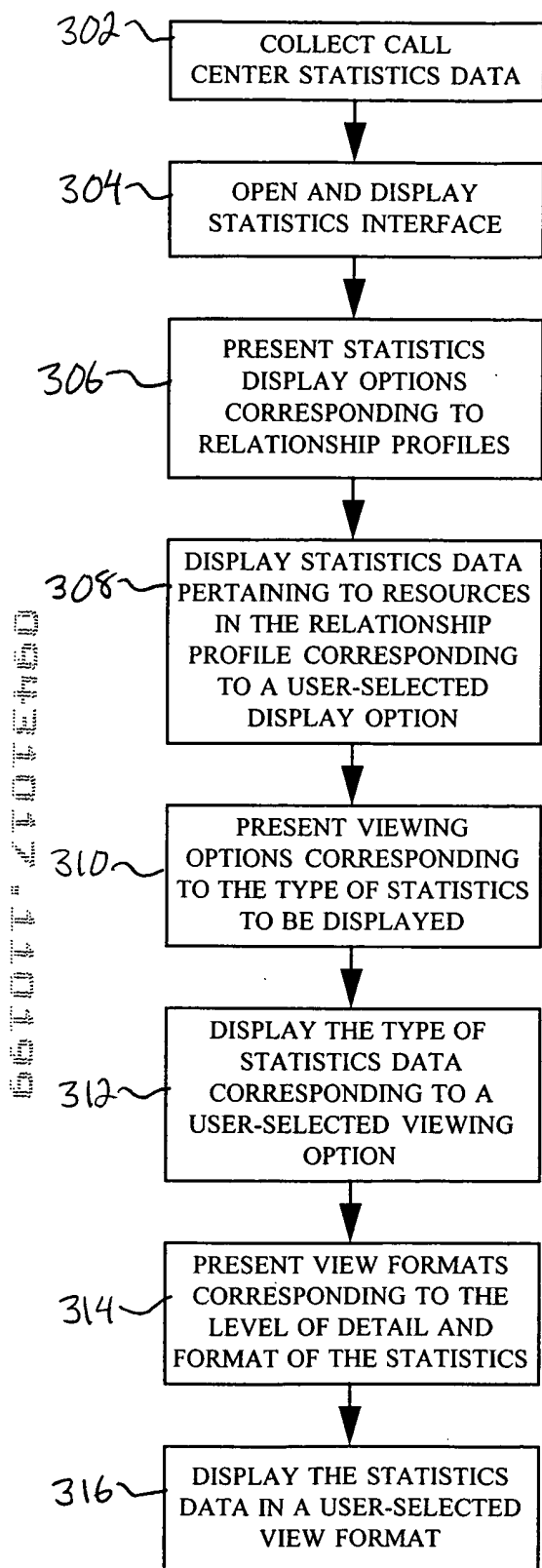


FIG. 6

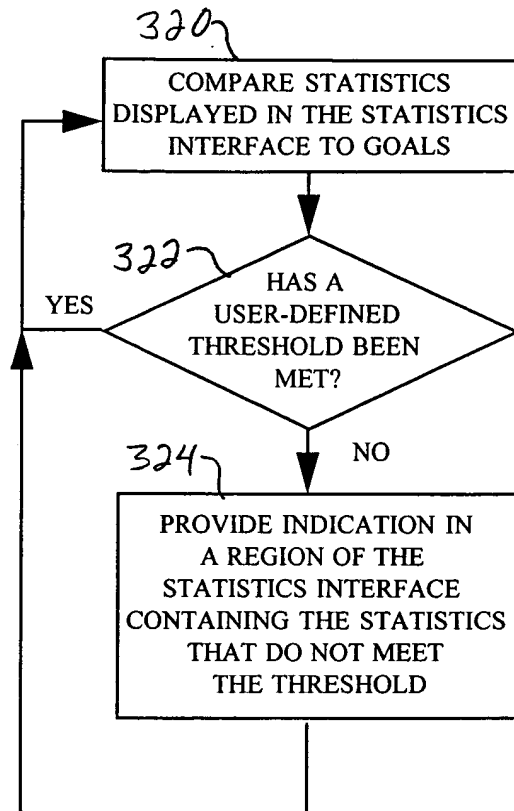


FIG. 7

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System Name: Cedar Rapids, IA - 1

## Relationship Management

### Relationship Profiles

Credit Card Relationship  
P B Relationship 74  
Sales Relationship  
Technical Support Relationship

New Delete Duplicate

### Add Relationship Profile

Profile Name: P B Relationship

Description: These are the business relationships between the various call center objective Davox is managing 75

Save Cancel

### Available Relationship

Current Profile: P B Relationship

All

78

- 2342 - Inbound DNIS
- 2343 - Inbound DNIS
- 2344 - Inbound DNIS
- 2345 - Inbound DNIS
- BALANCE - IVR Application
- CLARE - Agent Work Group
- D30\_HIGH - Outbound Table
- D30\_Low - Outbound Table
- DEPOSIT - IVR Application
- RECOVERY - Outbound Application
- Walsh, Mike - Individual Agent

New Delete Duplicate

### Relationship Assignments

Inbound DNIS

72

- Inbound DNIS
- Outbound Tables
- Outbound Applications
- IVR Applications
- Agent Work Groups
- Individual Agent

☐ 2345 - Inbound DNIS 76

Save Cancel

FIG. 8

System Name: Cedar Rapids, IA - 1

## Action Builder

Available Actions

- Page Technical Support
- Send E-Mail to Agents
- Send E-Mail to Functional VP
- Send E-Mail to Direct Manager
- Send E-Mail to Davox
- Move Agents to Gold Queue
- Move Agents to Platinum Queue
- Alert Mangers in Work Group A
- Send Quality Message to Reports
- Send Supervisor Alert
- We Made It - Email
- Change Stat Color Purple
- Print Volume Spike Report

Action Name and Type

Name:

Type of Action:

Action Details

New Delete Duplicate Save Cancel

80

82

84

86

FIG. 9

Strategy Manager - System Name: Cedar Rapids, IA - 1

## Strategy Manager

Strategy Library

- Tuesday Goals
- Morning Goals
- Evening Goals
- Strategic Corporate Goals
- Tactical Corporate Goals

Add Profile

Profile Name:

Description:

☐ Queue Relationship ☐ Agent Relationship ☐ System Relationship

New Delete Duplicate Save Cancel

Available Goals

Current Profile:

Selected goals:

Average Answer Rate

Average Speed of Answer

Strategy Details

Select Class:

Select Strategy:

Optimization Min:  Seconds  %  Seconds  %  Seconds

Action Selection:

- ☐ Page Technical Support
- ☐ Send E-Mail to Agents
- ☐ Send E-Mail to Functional VP
- ☐ Send E-Mail to Direct Manager
- ☐ Send E-Mail to Davox
- ☐ Move Agents to Gold Queue
- ☐ Move Agents to Platinum Queue
- ☐ Alert Mangers in Work Group A

New Delete Save Cancel

90

92

94

96

98

95

97

99

FIG. 10







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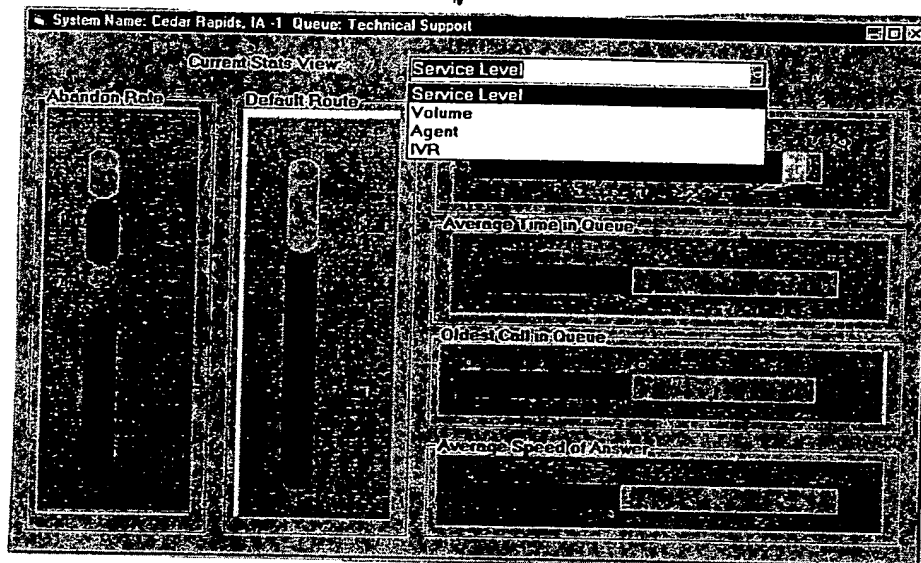


FIG. 14

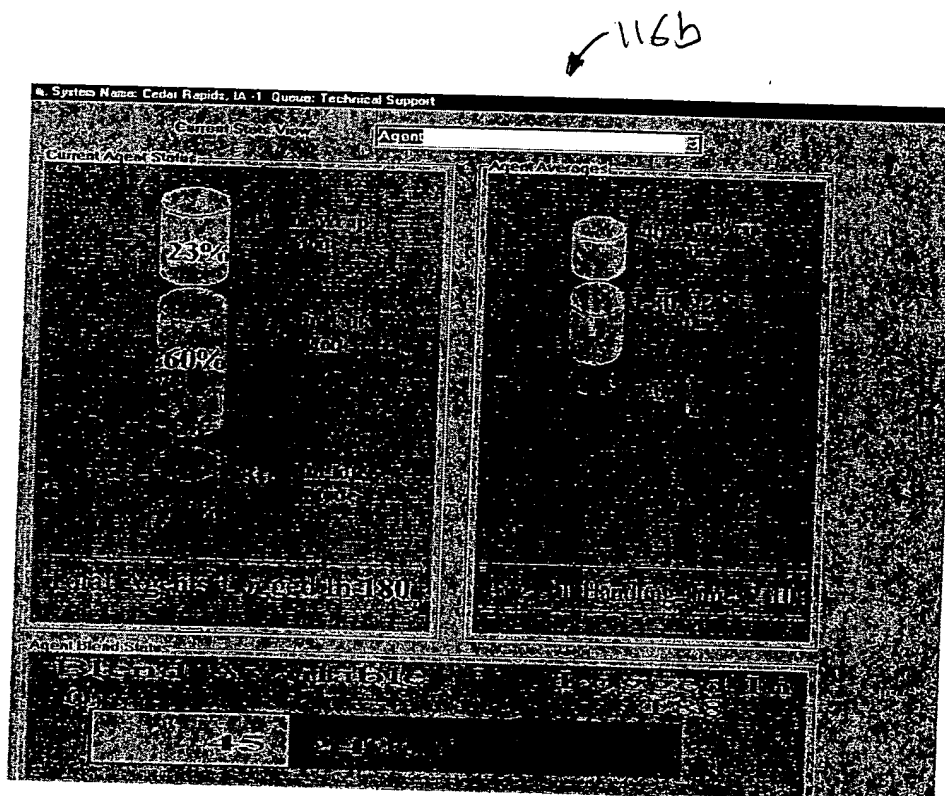


FIG. 15

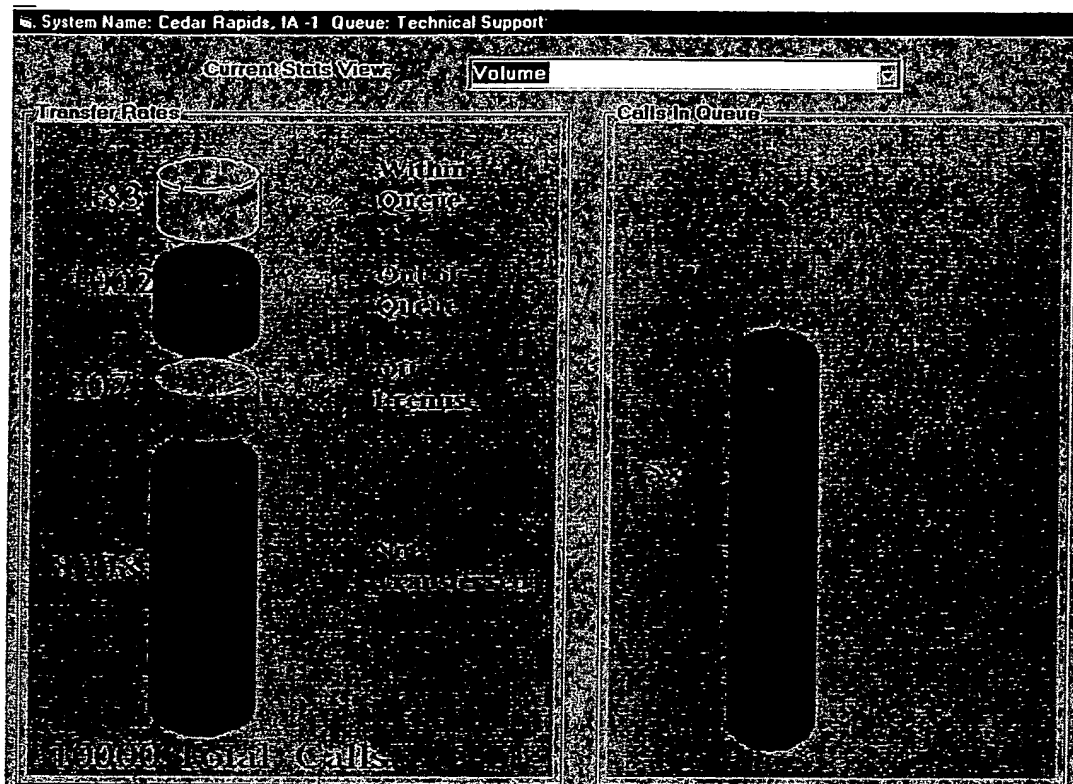


FIG. 16

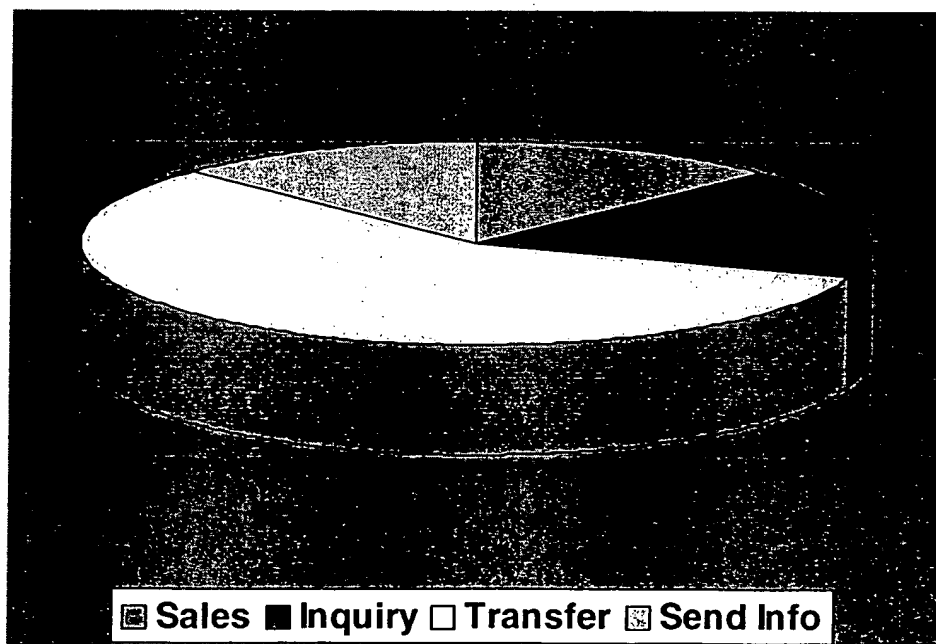
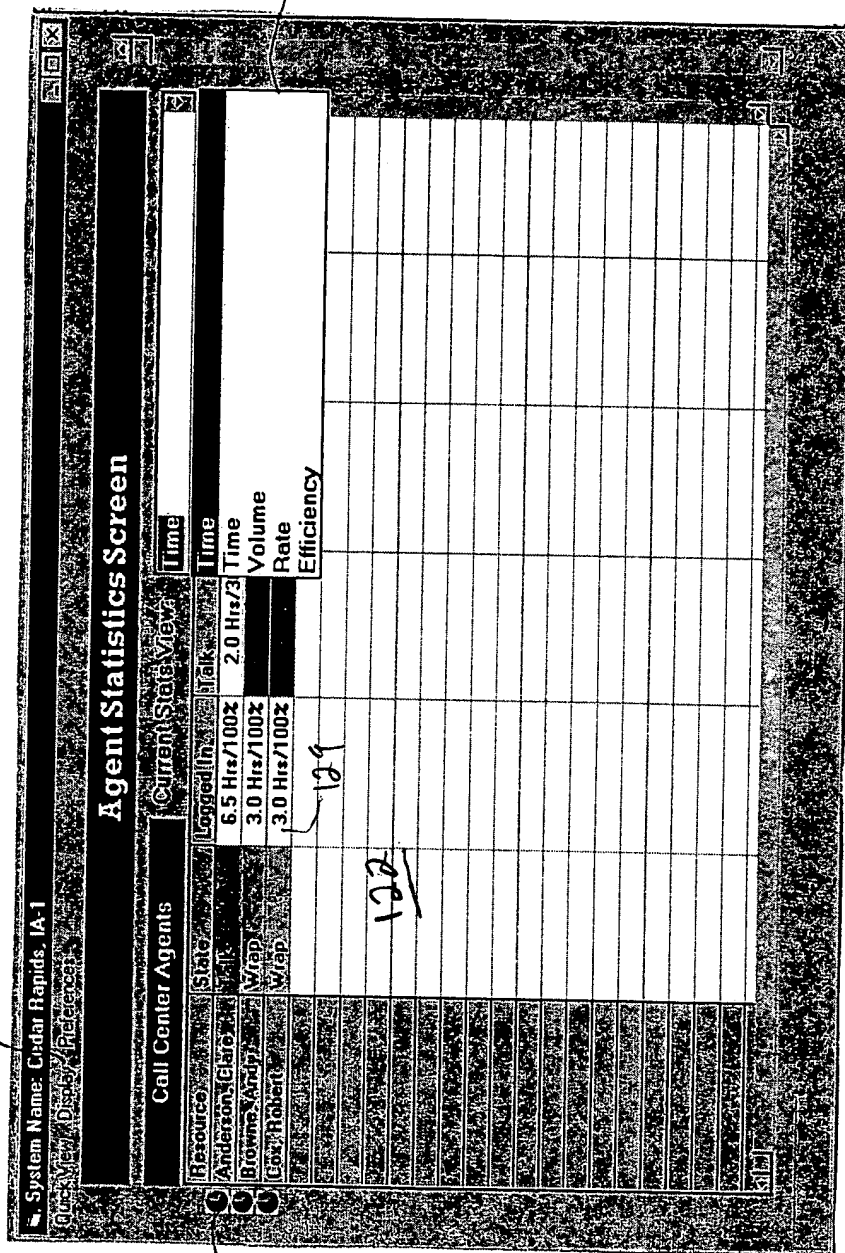


FIG. 17

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System Name: Cedsr Rapics, IA - 1

# Agent Preferences

Available Statistics

State

Logged In

Total Talk

Total Idle

Total After Call Work

Total Aux Work

% of Agent Time Working Inbound

% of Agent Time Working Outbound

% of Agent Time Working Email

Outbound Talk

Outbound Idle

Outbound After Call Work

Inbound Talk

Inbound Idle

Inbound After Call Work

Email Correspondence

Web Chat Time

Scheduled Break 1

Scheduled Break 2

Scheduled Break 3

Total Calls

Total # Inbound Calls

132

Available Statistical Display Classes

Andy

Tom

My Preference

Selected Statistical Display Classes

My Preference

Statistics in Order of Display

Total Calls

Total # Inbound Calls

Total # Outbound Calls

% of Agent Time Working Inbound

134

New

Save

Delete

Undo

Agent Statistics Screen				
Call Center Agents		Current Stats View:		Time
Resource	State	Logged In	Talk	Time
Anderson, Clare	Talk	6.5 Hrs/100%	2.0 Hrs/3	Time
Browne, Andy	Wrap	3.0 Hrs/100%		Volume
Cox, Robert	Wrap	3.0 Hrs/100%		Rate
				Efficiency
				My Preference

136

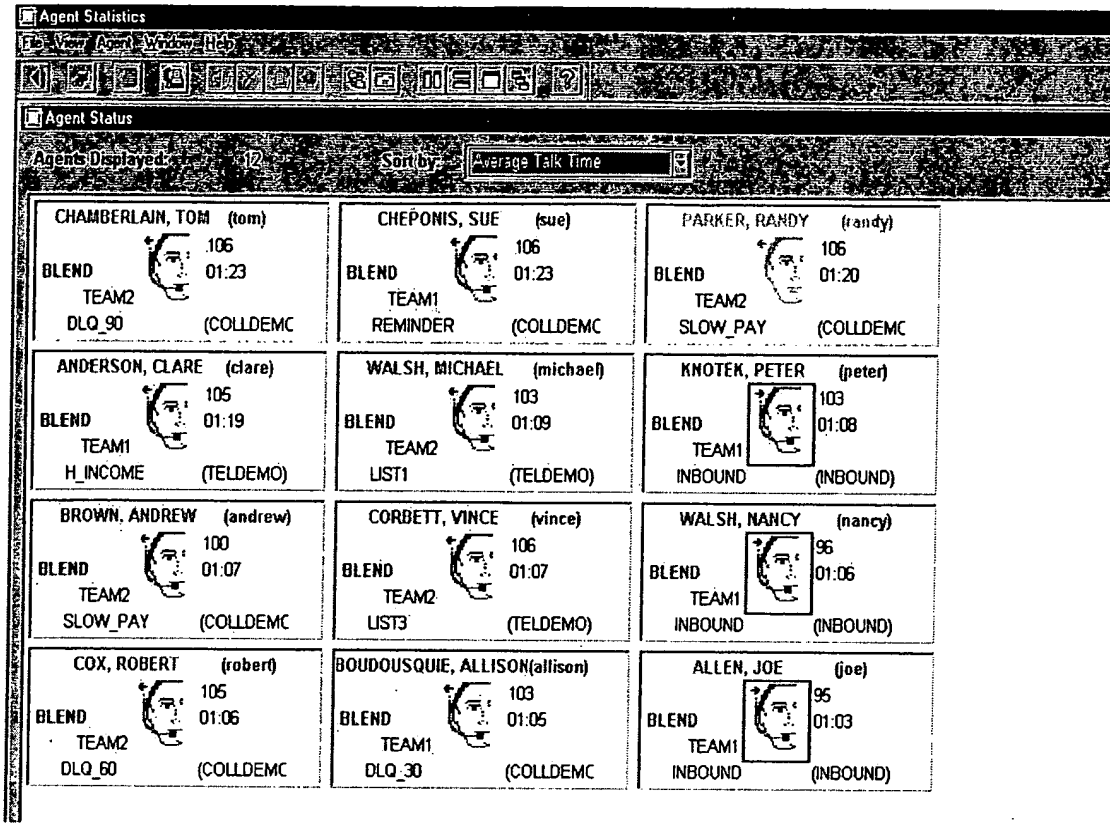


FIG. 21

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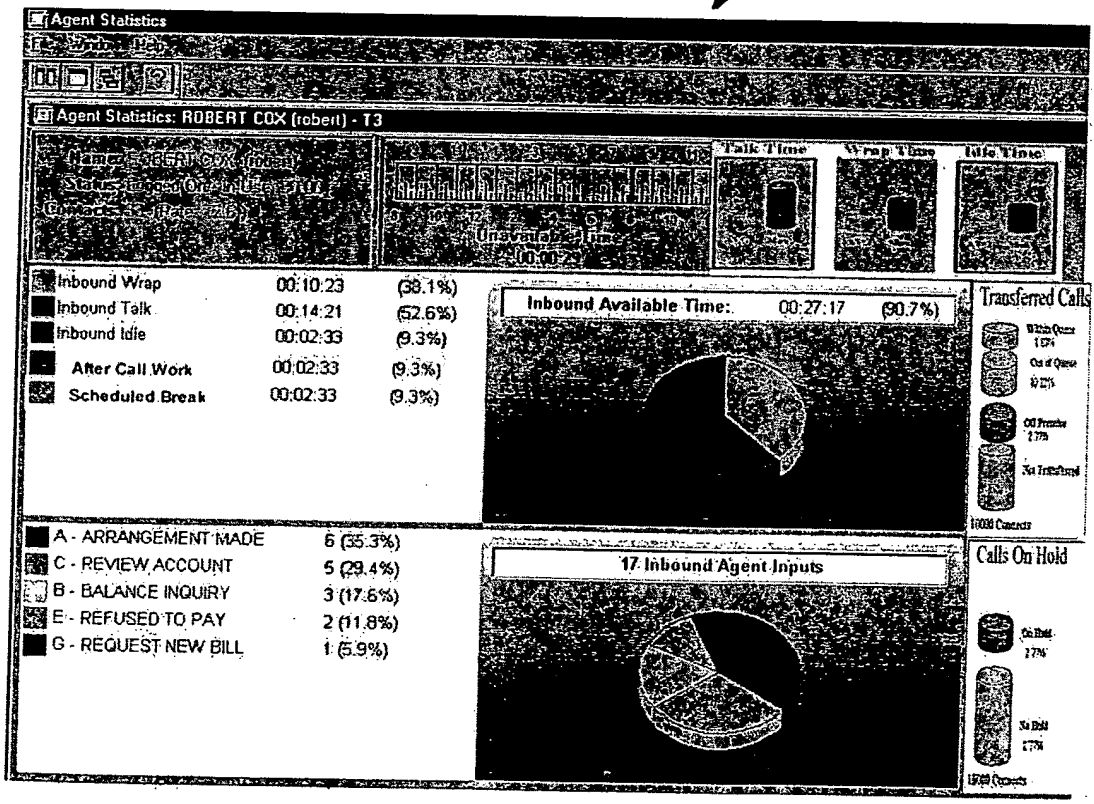


FIG. 22

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